

**FEDERAL BUREAU OF INVESTIGATION  
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION  
2004 CUSTOMER SATISFACTION SURVEY  
LAW ENFORCEMENT ONLINE (LEO)**

1. How often do you use LEO?  
 Daily     More than once a week (but not daily)     Once or less per week     Rarely

2. Have you had any problems accessing LEO?  
 Yes                       No

If yes, please describe.

3. What LEO features do you use most often? (Mark all that apply.)  
 E-mail     Newsbrief     Newsgroups     Chat     Special Interest Groups (SIGs)  
 Other (Please specify.)

4. How do you rate the level of information/content available on LEO?  
 Excellent     Good     Adequate     Fair     Poor

5. What SIGs do you find most beneficial? (Please specify.)

6. Have you had any problems using LEO's features?  
 Yes                       No

If yes, please describe.

7. Have you called the LEO Help Desk?  
 Yes     No, I've never had a problem. (Go to question 10)     No, I wasn't aware there was one.  
(Go to question 10)

8. How would you rate the level of assistance you received?  
 Excellent     Good     Adequate     Fair     Poor

9. How would you describe the extent to which LEO meets your needs as a user?  
 Excellent     Good     Adequate     Fair     Poor

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. We try to create forms and instructions that are accurate, can be easily understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete the survey is two minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this form more simple, write to the AGMU, CJIS Division, FBI, 1000 Custer Hollow Road, Clarksburg, WV 26306.

10. Provide any recommendations that would improve LEO's usefulness and effectiveness to the criminal justice/public safety communities. Please be as specific as possible.

11. Provide suggestions on how the LEO Program might provide improved customer service to the criminal justice community.

Please tell us about yourself. This information is optional and will not be used to identify a specific respondent. We may use the provided information for follow-up or clarification.

Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Thank you for your time in answering these questions.